

MISSOURI CAPITOL POLICE ADVISOR

301 WEST HIGH STREET, ROOM 101 - JEFFERSON CITY, MISSOURI 65101 - 573 751 2764



JANUARY 2010

Erratic Driver Caught

On Dec. 20, a Missouri Capitol Police officer observed a vehicle driving the wrong way on South Capitol Drive. The driver had lost control of the vehicle and damaged a sign in the press parking lot. Capitol Police questioned the driver about the circumstances of the incident. The driver was issued two citations for property damage and careless and imprudent driving.

Missouri State Office Closings - Info Line

Missouri Capitol Police would like to remind everyone of the Office of Administration's toll free hotline for announcements about state office closures. The number is (888) 390-9927. Messages address holiday closures, special building closures as a result of a critical incident (weather or otherwise), and locations of service centers (i.e. warming centers) when activated. Additionally, if you are required to report for work on a state holiday at a time your office would normally be closed, be sure to pre-arrange the procedures for gaining entry into your secured area.

Spotlight:	Customer Service: Dealing with Hostile Customers	
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With the volatile economy and weak job market, stress levels may be rising and frustration can boil over. Therefore, it's a good idea for state employees to prepare for higher demands and shorter tempers when dealing with customers. To help alleviate undue stress on ourselves and customers, employees should remember these tips when dealing with the public:

- * Provide good customer service – be friendly and helpful. If you are unable to help someone, explain to them *why* you were unable to help them and then refer them to someone who can help.
- * Show respect – even if they give you no reason to.
- * Stay calm – don't let their actions upset you.
- * Be a good listener. Be non-judgmental, give your undivided attention, listen for the *real* message (listen for feelings, not just facts), and give reflective statements by paraphrasing what they've said.

While a certain level of anger and frustration may be expected and tolerated, employees should know how to handle situations where customers surpass "venting" and lose control - especially when those individuals are in the office.

- * Press the duress button if your desk is wired with one, or signal a coworker that you need help. Notify law enforcement as soon as possible.
- * Maintain an open path to an exit. Do not let the subject stand between you and the door.
- * If the person's behavior escalates to the point of threatening harm, or if the subject becomes physical, leave immediately and seek safety. Re-contact law enforcement to update them of the situation.

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FEBRUARY 2010

Graffiti on State Property

Over the past several months, Capitol Police received multiple reports of graffiti on state property. Property damage is more than a nuisance. It is a misdemeanor or a felony crime, depending on the amount of damage that is caused. If anyone sees this occurring, immediately contact Capitol Police at 2-2222 from a state phone.

Spike in Petty Office Thefts

Last month Capitol Police noticed a spike in petty thefts from offices. Items ranging from change to cell phone chargers and ear buds to iPods were reported stolen over the past month. Capitol Police urges everyone to be vigilant in protecting their property by either taking it home each day or locking it up in a desk drawer or filing cabinet. If you lock it up at work, make sure the key to the drawer or cabinet cannot be easily found.

Welcome

Capitol Police recently added several new officers. Kevin Virgin is working on our evening shift, Aaron Bishop is working as part of the Governor's Mansion detail, Danny McNew has been assigned to our night shift, and our newest addition, Mike Hiller, is currently completing his FTO program on dayshift. Welcome officers!

State of the State

Gov. Jay Nixon held his State of the State address on January 20 without incident. Security was provided by Capitol Police, the Missouri State Highway Patrol and the Missouri State Water Patrol.

Joint Law Enforcement Table-Top Exercise

In January, authorities from Capitol Police, the Missouri State Highway Patrol, the Cole County Sheriff's Department and the Jefferson City Police Department worked together on a table-top exercise dealing with the response to a potential critical incident in Jefferson City. The event was coordinated by STRATEGOS International.

Spotlight:	FOUND PROPERTY	
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Capitol Police maintains a "lost and found" in our Truman Building headquarters. Items turned in are generally from downtown state office buildings; however, we do get many items from other buildings, too. If you have lost an item, please check with our office (522-2222) to see if it has been turned in. If we do not have your item, we can take your name, telephone number, and description of the item and enter it into our lost items log. This list is cross-referenced with new property that is turned in.

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MARCH 2010

Narcotics Arrests

On February 19, a Capitol Police officer posted at the East Gate of the Capitol Garage observed three men acting suspiciously on the north side of the Capitol. An investigation determined that two of the men were in possession of marijuana and drug paraphernalia. They were arrested and taken to the Cole County Jail.

K-9 Teams Assist Area Schools

In February, Capitol Police K-9 teams responded to two area high schools after bomb threats were received. In each case, searches found no explosives. Missouri Capitol Police, which receives federal Law Enforcement Terrorism Prevention Program grant funding, routinely provides assistance to area communities upon request.

Security Alarms

Capitol Police has noticed an increase in security alarms on weekends and holidays, often when employees are working. Capitol Police asks that employees ensure the alarm system is deactivated when entering an alarmed workspace to eliminate unnecessary officer responses.

Department Updates

Capitol Police welcomes Adam Pfeiffer as the latest member of the patrol division. Capitol Police also congratulates Officer Josh Fisher on acquiring K-9 Peanut. Fisher and Peanut recently completed a two-week explosives certification class and join Sgt. Quick and Durango as the department's second explosives team.

Spotlight:	Medical Emergencies	
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If you or someone around you needs medical assistance, contact Capitol Police at (573) 522-2222. Communications operators dispatch officers to the scene and also ensure that the fire department and EMS are dispatched when necessary. Capitol Police officers are trained in the use of CPR and automated external defibrillators and all patrol cars are equipped with first aid kits. Most also have AEDs.

When speaking to Communications, it is helpful if the following information can be provided:

- **Location of the individual:** If indoors – building, floor, room number. If outdoors – street address/block number, parking lot number or nearest landmark
- **Individual's medical condition:** Is the person conscious and alert? Breathing normally? Bleeding? Are there any known reasons for their condition, such as a fall, a recent surgery or illness? Is the person a diabetic, etc.?
- **Victim identification:** Name, age, gender.

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APRIL 2010

Law Enforcement Memorial Ceremonies

The 2010 Law Enforcement Candlelight Vigil will be held Friday, April 30 at 8:00 p.m. at the Law Enforcement Memorial on the river side of the Capitol. The 2010 Missouri Law Enforcement Memorial Service will be held the next morning, May 1, at 10:00 a.m. The Missouri Law Enforcement Memorial Foundation dedicated the memorial "to all the law enforcement heroes who have made the supreme sacrifice of giving their life to protect and serve the citizens of Missouri, to the family members of our law enforcement heroes for their loss of a loved one, and to all members of the Missouri law enforcement profession of the past, the present and the future who are dedicated to serving and protecting the citizens and visitors of the great State of Missouri."

Vending Machine Theft

Capitol Police officers are investigating a vending machine theft that occurred between the evening of March 9 and the morning of March 10 at the Department of Corrections Industrial Drive complex. A crowbar was used to break into the machine. Anyone with information related to this case is asked to contact Capitol Police.

Marijuana/Paraphernalia Seized

On March 3, officers on routine patrol viewed two men acting suspiciously behind the James C. Kirkpatrick State Information Center. Questioning and an investigation led to the seizure of a misdemeanor amount of marijuana and drug paraphernalia. The subject was on probation for felony burglary. The case has been presented to the Cole County prosecutor.

Suspicious Activity

Capitol Police reminds everyone to contact us immediately if you observe suspicious activity. Call (573) 522-2222, and remember that details are important. Please report the specific suspicious activity and location, the number of people involved, their physical descriptions and descriptions of their clothing. To view a count of Capitol Police suspicious activity calls and other MCP activity, go to: <http://www.mcp.dps.mo.gov/activities/1stquarter2010.html>.

Spotlight:

Severe Weather Notifications



As spring rolls in, so does the chance for severe thunderstorms, tornadoes, flooding, etc. March 8-14 was Severe Weather Awareness Week in Missouri, which included the annual statewide tornado drill on March 11. Capitol Police monitors the weather 24/7 year-round for hazardous conditions. When *severe weather affects travel conditions*, MCP notifies the Office of Administration, which determines whether to implement the Hazardous Travel Policy; if implemented, we disseminate that information to media outlets in central Missouri and affected Highway Patrol troops.

When *severe weather sirens sound*, Capitol Police communications operators make public address announcements in several state office buildings throughout Jefferson City, using phone lines. To reduce incoming calls, and ensure maximum efficiency, please familiarize yourself with your agency's evacuation plans, shelter areas, etc. If your building does not receive PA announcements, consider purchasing a NOAA weather radio. In addition to severe weather, it will alert you to AMBER Alerts for child abductions, chemical spill messages and many other notifications.

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MAY 2010

Capitol Police Detain Suspect to Assist Jefferson City Police

On April 3, Jefferson City Police notified Capitol Police that they were looking for a suspect in an assault case. Capitol Police then spotted a man matching the assault suspect's description running down East Capitol Drive. Capitol Police officers stopped the man and held him until JCPD officers arrived.

Vehicle Tampering Cases

Capitol Police are investigating three instances of vehicle tampering that occurred between April 11 and April 18. On April 11 or 12, a MODOT employee's personal vehicle was broken into at 2211 St. Mary's Boulevard. A window was pried open to gain access to the vehicle. The vehicle was ransacked, the ignition was tampered with, and several items were stolen.

Capitol Police also received reports that during the April 17-18 weekend, two state vehicles were tampered with at 421 East Dunklin. Someone attempted to break into the vehicles by prying at the keyhole with a screwdriver or a similar tool.

It's not known if the cases are related. Anyone with information on either case is urged to contact Capitol Police at (573) 751-2764.

Building Thefts

Thefts continue to be a problem in Jefferson City state office buildings. The most common items that are stolen are cash and small change, cell phones, jewelry and medications. If you bring any of these items to work, keep them with you or lock them up. If you observe suspicious activity, report it immediately to Capitol Police or your local law enforcement agency. Additionally, it is always a good idea to record serial numbers, model numbers, descriptions and approximate values for all possessions with significant monetary value. Police can use this information to enter items into a national database of stolen items as well as to search pawn shop databases.

Building Stewardship Program

The Capitol Police Building Stewardship program was created to make our officers more accessible to state workers. Each Capitol Police officer is assigned a state office building and attends regular safety meetings hosted by the building's safety coordinator. During the safety meetings, officers offer safety suggestions, work with employee to address concerns and work to find solutions to specific problems.

To learn more about the program or to find your building's steward, contact Lt. Eric Clemons at 526-5330.

Spotlight:

Maintaining Office Security



Capitol Police reminds everyone to be vigilant in maintaining office security. Secure doors and windows when leaving the office and activate the alarm system if necessary; ensure all employees use their own badge or code when accessing secure doors; and immediately report suspicious people or activity to Capitol Police or your local law enforcement agency.

Visit our home page at WWW.MCP.DPS.MO.GOV for safety tips and more

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JUNE 2010

Vehicle Fire

On May 4, officers were alerted to a vehicle fire in a state parking lot. Officers, along with the Jefferson City Fire Department, responded and found a smoldering bag on the vehicle's floorboard. Officers removed the bag and the fire department doused the area with water.

New Security Company Replaces Sonitrol

Sonitrol, the private company that handles security and other alarm monitoring in many State Capitol Complex buildings, recently merged with Stanley Convergent Security Solutions. Since the transition, Capitol Police has received many alarm calls from state offices throughout Jefferson City. Stanley Convergent Security Solutions has taken over all duties and responsibilities previously handled by Sonitrol. Capitol Police urges all state employees to be diligent about coding in and out of buildings, and to contact Stanley Convergent Security Solutions at (866) 350-6257 if you encounter problems with the system.

CPR/AED Training

Many Capitol Police officers recently received refresher training in administering CPR (cardiopulmonary resuscitation) and using AEDs (automated external defibrillator). All officers maintain certification, good for two years, under the standards and guidelines established by the American Heart Association.

Grant Provides Capitol Police with Updated Equipment

Capitol Police received an \$8,576 grant through the Recovery Act LLEBG/JAG grant program. With the money, Capitol Police was able to purchase new siren boxes and low-profile LED light bars for all five patrol cars, as well as several new fully-stocked, medical kits for the patrol cars and staffed MCP posts.

Spotlight:	Handling Anonymous Threatening Phone Calls	
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If you receive a threatening phone call from an unknown person, you might consider tracing the phone call to help police with an investigation. If used, and if probable cause exists, police can obtain the records from the phone company to potentially identify the harassing caller and pursue criminal charges.

To complete a Call Trace, follow the steps below:

- After receiving the threatening call, hang up.
- Listen for a dial tone and press #57 or dial 1157 on a rotary phone.
- Listen for the announcement and follow the instructions.
- Contact your local police department to file a report. Tell them the date and time that you used Call Trace.

Note that using the Call Trace feature incurs a usage fee; therefore, prior authorization may be necessary before utilizing this feature. Capitol Police suggests speaking with your supervisor to learn more about your agency's protocol for such events.

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JULY 2010

Salute to America 2010

This year's Fourth of July celebration in Jefferson City kicks off at 4 p.m. on Saturday, July 3, and will continue through Sunday evening, when the Missouri Credit Union concludes the celebration with the "Red, White, and Boom" fireworks showcase.

- For information regarding celebration activities, visit: <http://www.salutetoamerica.org/>
- For information on prohibited activities with regard to public use of state facilities, visit: <http://www.sos.mo.gov/adrules/csr/current/1csr/1c35-1.pdf>.
- The Capitol will be open from 8 a.m. to 5 p.m. on Saturday and Sunday. For tour information, visit: <http://www.mostateparks.com/statecapcomplex/>

Reminder: Parking Restrictions Remain in Effect

It is important to remember that parking restrictions remain in effect and are enforced even when some parking spaces are unavailable due to flooding, as occurred last month. Citations will be issued to illegally parked vehicles. Please consider alternatives such as carpooling or ride-sharing when flooding occurs in the future.

Sign-Up for the MCP Advisor

If you do not receive the Missouri Capitol Police Advisor as an electronic document and would like to, please email Sergeant Brian Kempker at brian.kempker@dps.mo.gov and ask him to add your email address to the Advisor distribution list.

Spotlight:

Preventing Workplace Harassment and Violence



For everyone's safety, it is essential to report any violations of department conduct rules and regulations to the appropriate person (managers, human resources or police). This is important because improper conduct can escalate to more serious problems and criminal violations. The majority of incidents of harassment and workplace violence that employees and managers must deal with are cases of assault, domestic violence, stalking, threats, harassment (including sexual), and physical and/or emotional abuse. Unfortunately, many of these incidents are not reported to company officials or police. While there is a wide spectrum of "warning behavior" when it comes to workplace violence, the following should be considered very serious, and should be immediately reported to management and/or police:

- Someone who threatens suicide.
- Someone who talks openly about, or threatens to harm or humiliate coworkers or managers.
- Someone who repeatedly destroys property.
- Someone who shows weapons or refers to having them close at hand.

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AUGUST 2010

Electronics Thefts

Missouri Capitol Police officers took multiple reports about personal electronic equipment being stolen during July. MCP urges employees to use caution when bringing valuables to work. Just as with valuables at home, you should keep a record of the make, model and serial number. This will help if stolen items are recovered and the information is required to enter property into the NCIC (National Crime Information Center) database.

State Employee Recognition Day

On Aug. 20, the Office of Administration will host the annual State Employee Recognition Day on the south lawn of the Capitol from 11 a.m. to 3 p.m. South Capitol Drive will be closed from 6 a.m. to 3 p.m. Drivers should plan to use an alternate route.

Workplace Courtesy

Capitol Police has received several complaints about state employees walking for exercise in state buildings during their breaks. Walkers should always be mindful of others conducting business in state buildings. Please make way for others in the corridors and allow ample room so that people can safely enter and exit offices and elevators.

Fourth of July Celebrations

No arrests were necessary over the July 4th holiday weekend for Capitol Police. Capitol Police officers assisted with two medical emergencies and one disturbance on July 3. On July 4, officers were called to two disturbances and a property damage call.

Spotlight:

Pedestrian Crosswalk Safety



It is important for drivers and pedestrians to understand laws related to vehicular/pedestrian traffic at crosswalks to avoid injuries. According to Missouri Revised Statutes, section 300.155, at traffic control signals (in relation to crosswalks):

A green light means:

- Unless otherwise directed by a pedestrian control signal (a "Walk" or "Do Not Walk" light), pedestrians facing a solid green light (not a green turn arrow), may proceed across the roadway within any marked or unmarked crosswalk.
- Motorists shall yield the right-of-way to pedestrians lawfully within an adjacent crosswalk during the green light.

A steady yellow light means:

- Unless otherwise directed by a pedestrian control signal, pedestrians are not to start to cross the roadway because there is insufficient time to cross before the light turns red.

A steady red light means:

- Unless otherwise directed by a pedestrian control signal, pedestrians facing a steady red light shall not enter the roadway.
- Motorists wishing to make a right turn on red (where permitted), may do so by coming to a complete stop and then cautiously entering the intersection. However, the motorist shall yield the right-of-way to pedestrians proceeding as directed by the signal at the intersection.

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SEPTEMBER 2010

Security Alarms

Capitol Police received approximately 80 alarms from mid-July to mid-August. Capitol Police urges all employees to use only authorized entrances/exits, properly code security systems when entering and exiting secure doors and to avoid propping doors open. If you know that a security alarm will have to be set off for some reason, please notify Capitol Police in advance at 522-2222 to prevent unnecessary responses.

Secure Personal Items

Thefts of change, clothing and small electronic devices continue to be a problem throughout Jefferson City's state office buildings. Capitol Police urges all employees to properly secure their belongings or to take them home at the end of the day. If you discover a theft contact Capitol Police as soon as possible.

Spotlight:

Vishing Scams, the New Phishing



First there was phishing, now there is vishing. Phishing is the fraudulent attempt to collect information like account numbers, passwords and other critical information by posing as a trustworthy entity (like your bank) in an email. Similar to phishing, vishing scams attempt to collect the same personal information using telephone lines. In a vishing scam, a potential victim may receive a telephone call in which the caller seeks the information or a recorded message might direct the potential victim to call another phone number to provide the personal information. The "v" in vishing refers to Voice Over Internet Protocol (VoIP), which enables phone calls to be made over the web. VoIP offers some advantages to criminals over traditional phishing scams because VoIP is fairly inexpensive and allows criminals to use software programs to create phony automated customer service lines. Consumers should be very suspicious when receiving messages directing them to call and provide personal information. Instead of providing information to a live caller, ask for an incident number, hang up and then call the number listed on a printed statement that you know came from your bank, credit card company, etc. Other FBI tips to avoid cyber fraud include:

- Do not respond to unsolicited (spam) email.
- Do not click on links contained within an unsolicited email.
- Be cautious of emails claiming to contain pictures in attached files, as the files may contain viruses. Only open attachments from known senders. Scan the attachments for viruses if possible.
- Avoid filling out forms contained in email messages that ask for personal information.
- Always compare the link in the email to the link you are actually directed to and determine if they actually match and will lead you to a legitimate site.
- Log on directly to the official website for the business identified in the email, instead of "linking" to it from an unsolicited email. If the email appears to be from your bank, credit card issuer, or other company you deal with frequently, your statements or official correspondence from the business will provide the proper contact information.
- Contact the actual business that supposedly sent the email to verify the email is genuine.

To receive the latest information about cyber scams, go to the FBI website, fbi.gov, and sign up for email alerts by clicking on one of the red envelopes.

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OCTOBER 2010

Security Alarms

Missouri Capitol Police officers responded to more than 60 security alarms in September. MCP asks that employees contact Capitol Police Communications at (573) 522-2222 and disable alarm systems *before* entering secure areas. Also, please do not prop open alarmed doors. If you realize that you have set off an alarm, notify MCP at (573) 522-2222 and/or the alarm company. Stanley Convergent Security Solutions' (formerly Sonitrol) phone number is (866) 350-6257.

Welcome

MCP welcomes two new police officers. Deanne Bogg is a recent graduate of the National Police Institute in Warrensburg, MO. Charlene "Charli" Elkin comes to MCP with several years of law enforcement experience at mid-Missouri agencies.

Spotlight:	Identifying and Handling Suspicious Packages or Envelopes	A small blue icon depicting a rectangular package with a large white question mark on it, symbolizing suspicion or inquiry.
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If a package or envelope appears suspicious, DO NOT OPEN IT. Things that should make you suspicious about a package or envelope include the following:

- **Inappropriate or unusual labeling:** excessive postage; handwritten or poorly typed addresses; misspelling of common words; a strange return address or no return address; incorrect titles or title without a name; not addressed to a specific person; marked with restrictions, such as "Personal," "Confidential," or "Do not X-ray;" marked with threatening language; postmarked from a city or state that does not match the return address.
- **Appearance:** powdery substance felt through or appearing on the package or envelope; oily stains, discolorations or odor; lopsided or uneven envelope; excessive packing material such as masking tape, string, etc.
- **Other suspicious signs:** excessive weight; ticking sound; protruding wires or aluminum foil.

While suspicious packages and envelopes should not be opened until law enforcement and/or HazMat responders can perform a risk assessment, sometimes seemingly innocent mail is opened, exposing potentially hazardous material. If this occurs, follow these steps:

- Do not shake or empty the contents of any suspicious package or envelope.
- Do not carry the package or envelope, show it to others or allow others to examine it.
- Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
- Wash your hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
- Notify a supervisor, a security officer or a law enforcement official.
- If possible, make a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled the package or letter. Give this list to both the local public health authorities and law enforcement officers.

(Information about suspicious packages and envelopes is from the Centers for Disease Control and Prevention Web site.)

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NOVEMBER 2010

State Museum Theft Attempt

Custodians at the Capitol reported finding the Missouri State Museum's donation box in a first floor restroom while cleaning on Sept. 30. The box had been removed from the museum but was still closed. MCP reminds all employees to be observant for suspicious or unusual behavior and to report it as soon as possible to Capitol Police at 522-2222.

Preventing Workplace Violence

Employees and managers often ask Capitol Police about training to prevent workplace violence. Capitol Police discusses a variety of workplace safety issues with building safety coordinators through the Building Stewardship Program. However, if agencies would like to have employees participate in a workshop, the Office of Administration offers courses on a wide array of topics, one of which is Preventing Workplace Violence. To learn more, go to <http://www.training.oa.mo.gov/catalog.htm> to search through OA's course catalog.

Spotlight:	Domestic Violence	
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October was Domestic Violence Awareness Month in Missouri, but we should all be alert to this devastating crime year round. Domestic violence can be defined as a pattern of behavior in any relationship that is used to gain or maintain power and control over an intimate partner. Abuse may be in the form of physical, sexual, emotional, economic or psychological actions or threats of actions that influence another person; this includes any behaviors that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure or wound someone. Domestic violence can happen to anyone of any race, age, sexual orientation, religion or gender. It can happen to couples who are married, living together or who are dating. It affects people of all socioeconomic backgrounds and education levels.

If you are ever in immediate danger, call 911.

If you think you may be in an abusive relationship, there are organizations that can help:

- The National Coalition Against Domestic Violence, www.ncadv.org.
- The National Domestic Violence Hotline, www.ndvh.org; or, for anonymous and confidential help, 24/7: call 1-800-799-SAFE (7233), 1-800-787-3224 (TTY).
- The Missouri Coalition Against Domestic and Sexual Violence, <http://www.mocadsv.org>.
- Local law enforcement.
- Pamphlets from the Missouri Attorney General's Office on "Protecting Victims of Domestic Violence" are available in the MCP Truman Building office, Room 101, for anyone interested in more information regarding protection in Missouri. The pamphlet may also be viewed online at: <http://ago.mo.gov/publications/domesticviolence.pdf>.

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DECEMBER 2010

Operation Toys 2010

Each December local law enforcement agencies come together to sponsor less fortunate children from around the community. Children get to ride with officers in patrol vehicles, activating lights and sirens, from the Jefferson City Police Department to Kmart where upon arrival they are greeted by Santa and his helpers, as well as law enforcement mascots such as McGruff the Crime Dog. Children then get to shop with a cop to purchase Christmas gifts that they otherwise would not have gotten. Capitol Police Officers donate money to sponsor the less fortunate children the department sponsors, our goal this year is four children. The event is scheduled for December 18th. Other local agencies participating in the event are the Missouri Highway Patrol, Department of Corrections (Algoa and JCCC), Lincoln University Police Department, Jefferson City Police Department, and the Cole County Sheriff's Department.

Lost and Found

Capitol Police reminds everyone to check with Communications if you are missing something. Our department maintains a lost and found, and we receive roughly 50 items per month. To visit, stop by the window next to the escalator on the first floor of the Truman Building between 7am and 5pm, Monday through Friday, or call 751-2541.

Customer Satisfaction Survey

Thank you to all of those who participated in this year's Missouri Capitol Police – Customer Satisfaction Survey. This survey is used to obtain opinions concerning our competence, performance and service. The results have been compiled and will be used to guide us in better serving all state employees, state agencies and visitors to the Capitol Complex.

Congratulations

Missouri Capitol Police congratulates Darren Bridges, who was promoted to midnight shift Corporal on November 16th! On November 18th, Sgt. Kent Walker received the November Department of Public Safety Employee of the Month award. Sgt. Walker was selected for this award for assisting local law enforcement with the apprehension of a burglary suspect.

Spotlight:	Preventing Theft during the Holiday Season	A small graphic of a flashlight with a blue body and a silver reflector on the front, pointing upwards.
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With the Christmas shopping season in full swing, Missouri Capitol Police urges everyone to be cautious with their gifts in order to prevent becoming a victim of theft. Some helpful tips to keep in mind are:

Office Tips:

- When away from your desk, secure unattended holiday gifts, purses, wallets and coats.
- Stay alert to suspicious activity during low-traffic times (ex. Opening and closing times and lunch hours)
- Lock up valuables before leaving for the day

Car Tips:

- If you will be returning to your vehicle after dark, try to park near a light pole.
- When shopping, store purchases in the trunk, when possible.

Other Tips:

- If traveling during the holidays, stop mail and newspapers.
- Wait until the night before or morning of to put large boxes (ex. TV boxes) at the curb for garbage pickup.
- When shopping online, always make sure you use a reputable site. Look for security lock icon in the lower right corner and that it says https: in the web address, rather than just http: